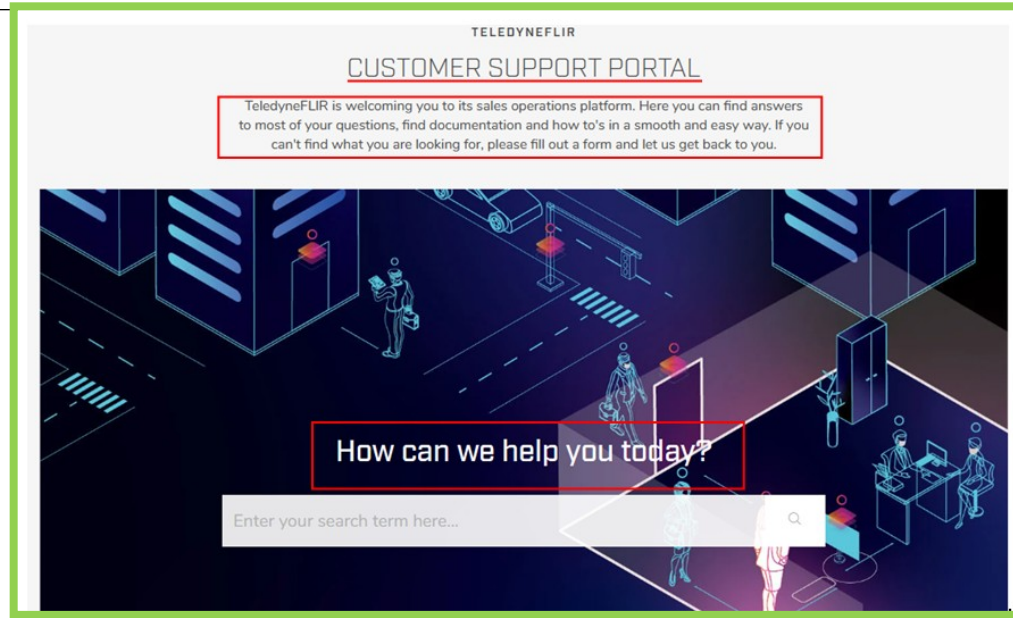


Exhibit 7

Infringement Claim Chart for U.S. Pat. No. US10491748B1 v. FLIR (“Defendant”)

Claim11	Evidence
<p>11. A method for assigning communications , comprising:</p>	<p>The Teledyne FLIR customer service platform performs a method for assigning communications.</p> <p>For example, the Teledyne FLIR customer service platform assigns incoming calls (including SMS and live chats) to call center experts or agents.</p> <div data-bbox="596 547 1803 1130" data-label="Image"> </div> <p>Source: Service and Support Teledyne FLIR</p>



Source: [Support : GSO Customer support central \(flir.com\)](https://support.flir.com)

Submit a ticket

Requester *

Subject

Topic *

Sales org *


Customer number *

Hub Source *

Description *

B *I* U

[+ Attach a file](#)

☐ I'm not a robot  reCAPTCHA
Privacy - Terms

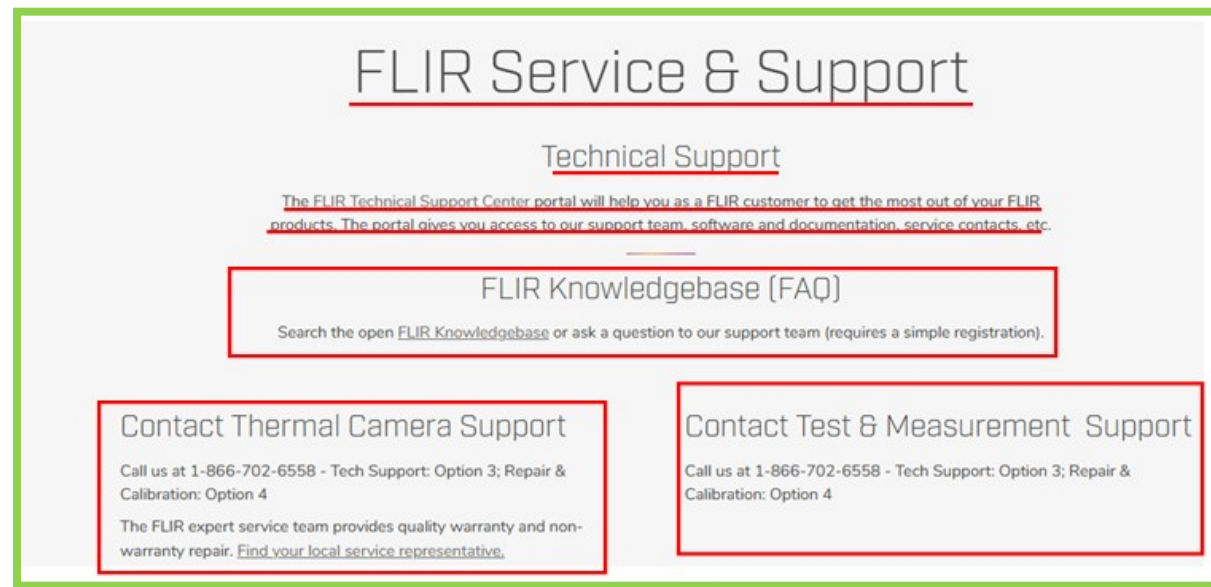
SUBMIT **CANCEL**

Source: [Submit a ticket : GSO Customer support central \(flir.com\)](#)

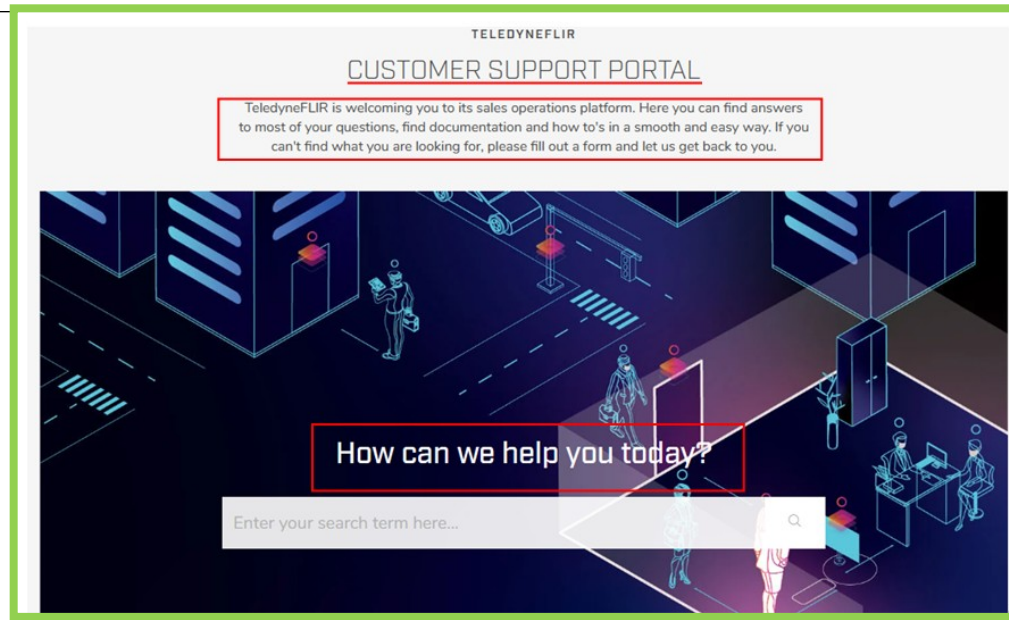
receiving a plurality of respective communications for association with a respective resource selected from a plurality of resources;

The Teledyne FLIR customer service platform receives multiple respective communications that are to be associated with a respective resource selected from multiple resources.

For example, the Teledyne FLIR customer service platform receives multiple incoming calls (e.g. including phone calls, SMS and live chats) from customers requesting support or information. Each incoming call is to be assigned, by the customer service platform, to a call center specialist or agent who can help the customer with the customer's request or ticket raised.



Source: [Service and Support | Teledyne FLIR](#)



Source: [Support : GSO Customer support central \(flir.com\)](https://support.gso.com/customer-support-central)

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- Subject**: Text input field.
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- Description ***: Rich text editor with a toolbar containing icons for bold, italic, underline, bulleted list, numbered list, link, unlink, and undo.
- + Attach a file**: Link for uploading files.
- I'm not a robot**: CAPTCHA checkbox and image.
- SUBMIT** and **CANCEL**: Action buttons at the bottom.

Source: [Submit a ticket : GSO Customer support central \(flir.com\)](#)

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Source: [service desk tutorial | Teledyne Geospatial \(teledynecaris.com\)](https://teledynecaris.com/service-desk-tutorial)

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Thermography reporting software, dial **Option 2**

- FLIR Thermal Studio

Test & Measurement Instruments, dial **Option 3**

- EXTECH branded meters
- FLIR meters such as TG-Series, DM-Series and others

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Source: [Tech Support Phone Lines \(custhelp.com\)](https://custhelp.com/tech-support-phone-lines)

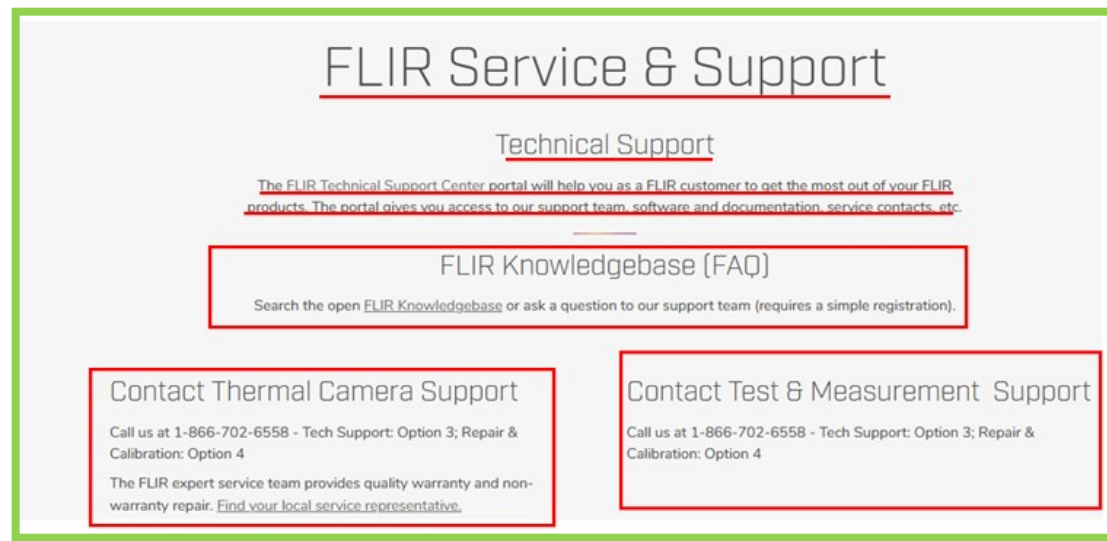
identifying a

The Teledyne FLIR customer service platform identifies multiple resources that are

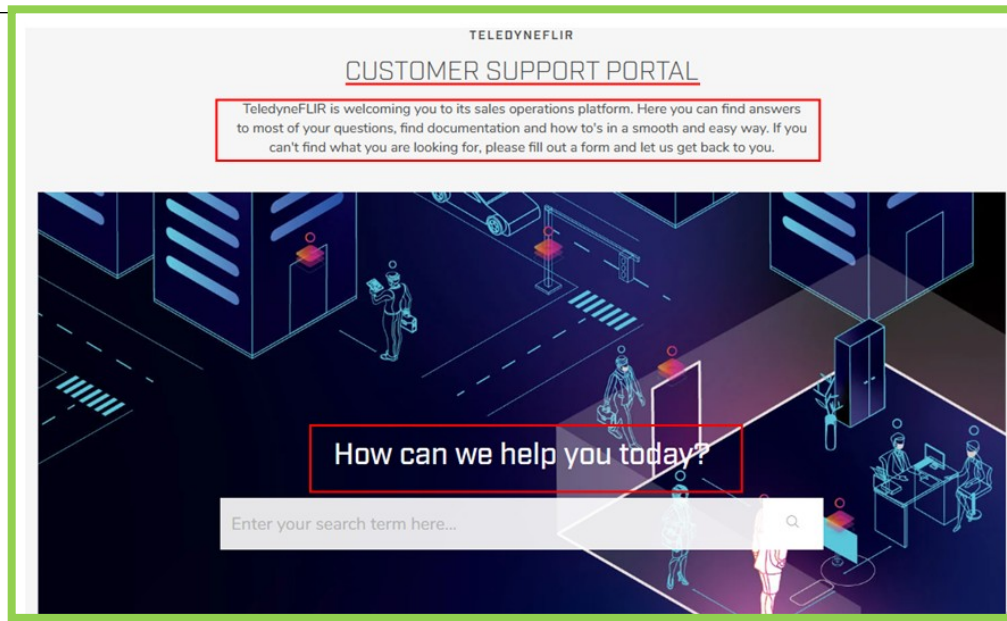
plurality of resources available for association with a respective communication and capable of handling the respective communication, each available resource having a limited quantitative capacity for association with multiple communications and an availability state;

available for association with a respective communication and are capable of handling the respective communication. Each available resource has a limited quantitative capacity for association with multiple communications and an availability state.

For example, the Teledyne FLIR customer service platform uses one or more of interactive voice responses (e.g. language), caller identification (e.g. user account profile) and customer relationship management information to determine the nature of a call and thereby, the required skill of a call center agent to handle the call. Based on the required skill set, the customer service platform identifies call center agents (i.e. resources) who possess the skill set and are therefore capable of handling the call. Those identified agents who are immediately, or will soon be, available to handle the call are deemed by the customer service platform to be available to handle the call.



Source: [Service and Support | Teledyne FLIR](#)



Source: [Support : GSO Customer support central \(flir.com\)](https://support.flir.com)

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- + Attach a file**: Link for file attachment.
- I'm not a robot**: CAPTCHA checkbox and image.
- SUBMIT** and **CANCEL**: Action buttons at the bottom.

Source: [Submit a ticket : GSO Customer support central \(flir.com\)](#)

Account Home

Welcome to the customer portal website.

SIGN IN

 [Sign-Up guide \(Account customer\).pdf](#)

 [Sign-Up guide \(End user/ Guest\).pdf](#)

By submitting this form, you agree to FLIR's [Terms of Service](#). For more information on FLIR's Privacy Policy regarding the processing of your Personal Information, please click here on [Cookie Policy](#) and [Privacy Policy](#).

Source: [The FLIR Hub](#).

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Source: [service desk tutorial | Teledyne Geospatial \(teledynecaris.com\)](#)

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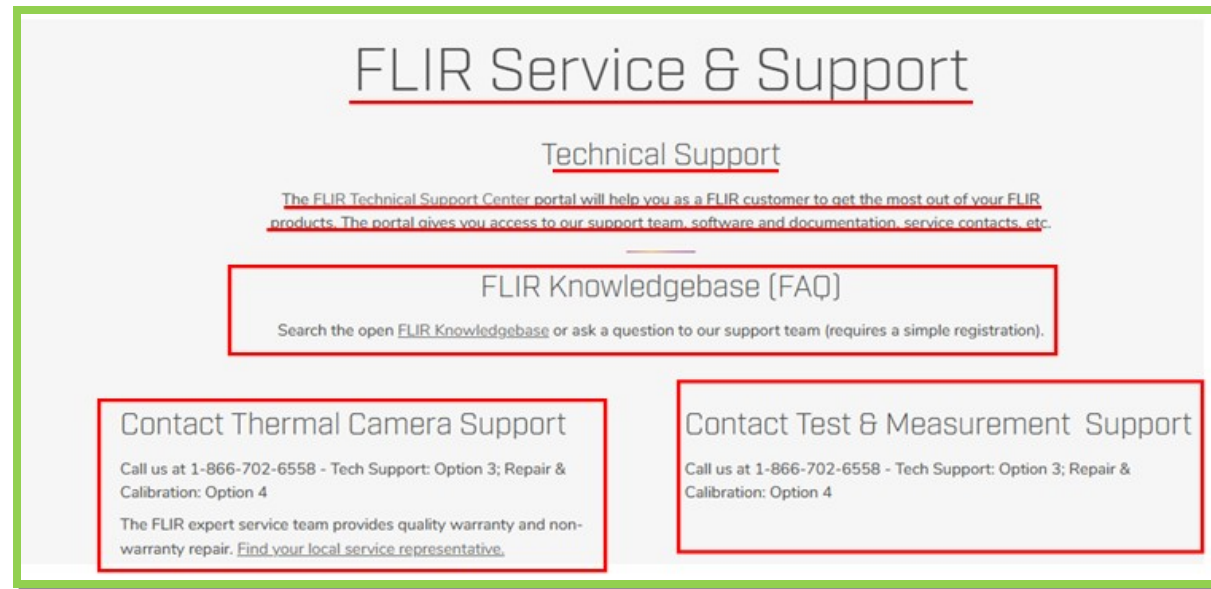
Or, you can [Ask a Question](#) selecting your FLIR product, so that the ticket is routed to one of our product experts.

Source: [Tech Support Phone Lines \(custhelp.com\)](https://custhelp.com)

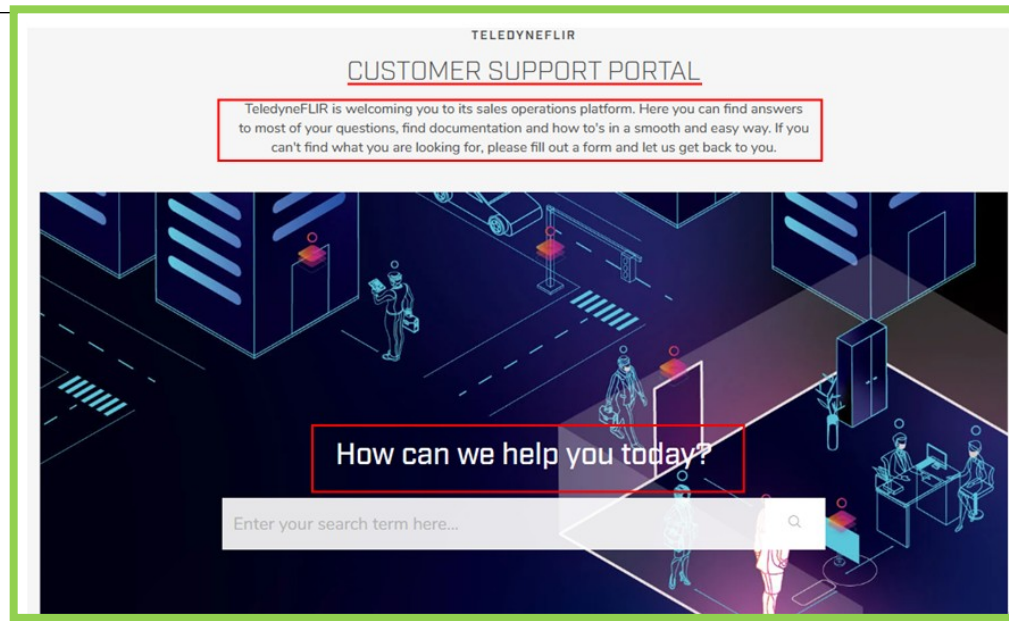
calculating a respective score associated with each available resource dependent on the availability state of a respective available resource;

The Teledyne FLIR customer service platform calculates a respective score associated with each available resource dependent on the availability state of a respective available resource.

For example, for each available agent, the Teledyne FLIR customer service platform determines an estimated wait time that the caller will remain in a queue before the agent can take the call (e.g. to prioritize urgent communications).



Source: [Service and Support | Teledyne FLIR](#)



Source: [Support : GSO Customer support central \(flir.com\)](https://support.flir.com)

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- Verification**: A checkbox labeled "I'm not a robot" next to a CAPTCHA logo and the text "reCAPTCHA Privacy - Terms".
- Buttons**: Two teal buttons at the bottom, labeled "SUBMIT" and "CANCEL".

Source: [Submit a ticket : GSO Customer support central \(flir.com\)](#)

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estimating an

The Teledyne FLIR customer service platform estimates an expected economic value to

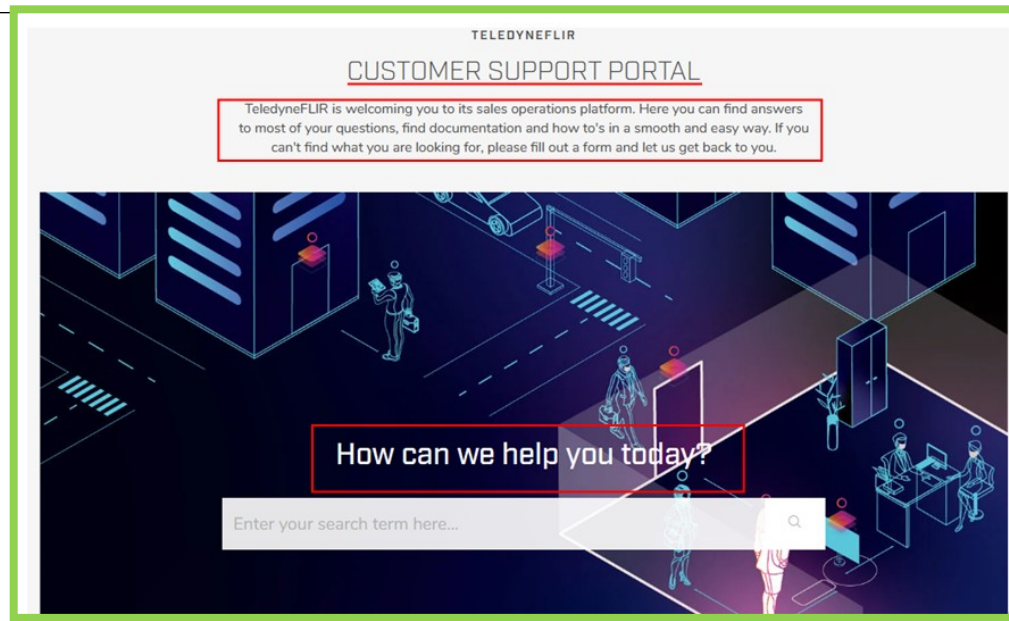
expected economic value to be obtained by associating each respective communication with each respective available resource, dependent on at least the score and a respective communication-content dependent value function of an outcome of a respective communication associated with a respective available resource; and

be obtained by associating each respective communication with each respective available resource. The estimated economic value is dependent on at least the score and a respective communication-content dependent value function of an outcome of a respective communication associated with a respective available resource.

For example, for a given call, the Teledyne FLIR customer service platform determines, from the group of available agents, an appropriate agent for handling the call. This determination is dependent on the estimated wait time before the call is routed to the particular agent and how well the requirements of the call match the skill profile of the particular expert or agent.



Source: [Service and Support | Teledyne FLIR](#)



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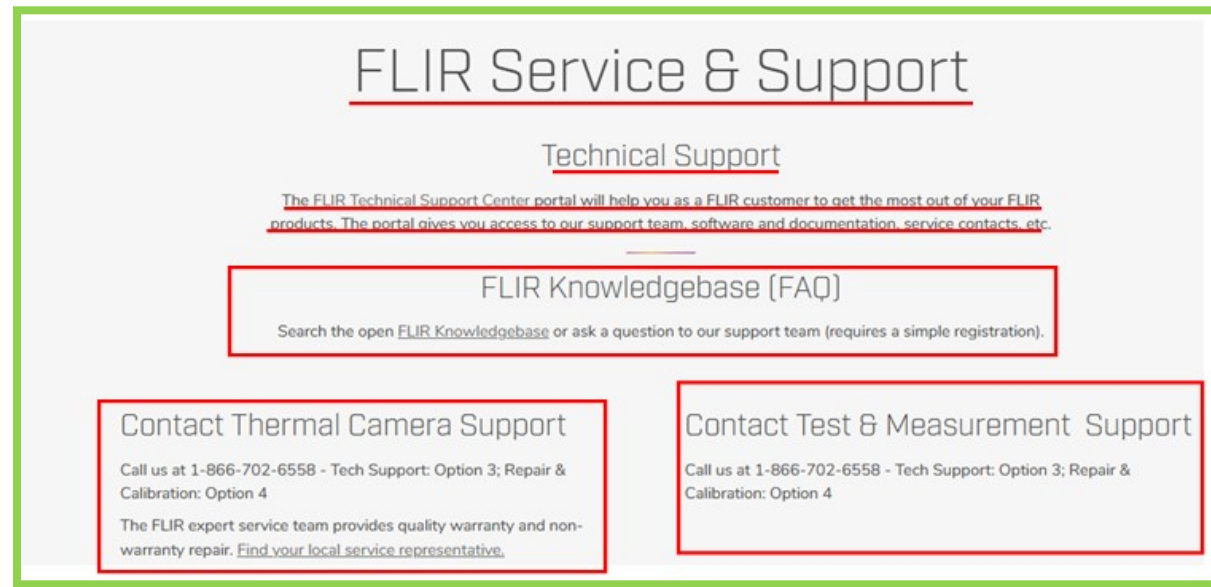
assigning each

The Teledyne FLIR customer service platform assigns each of the multiple respective

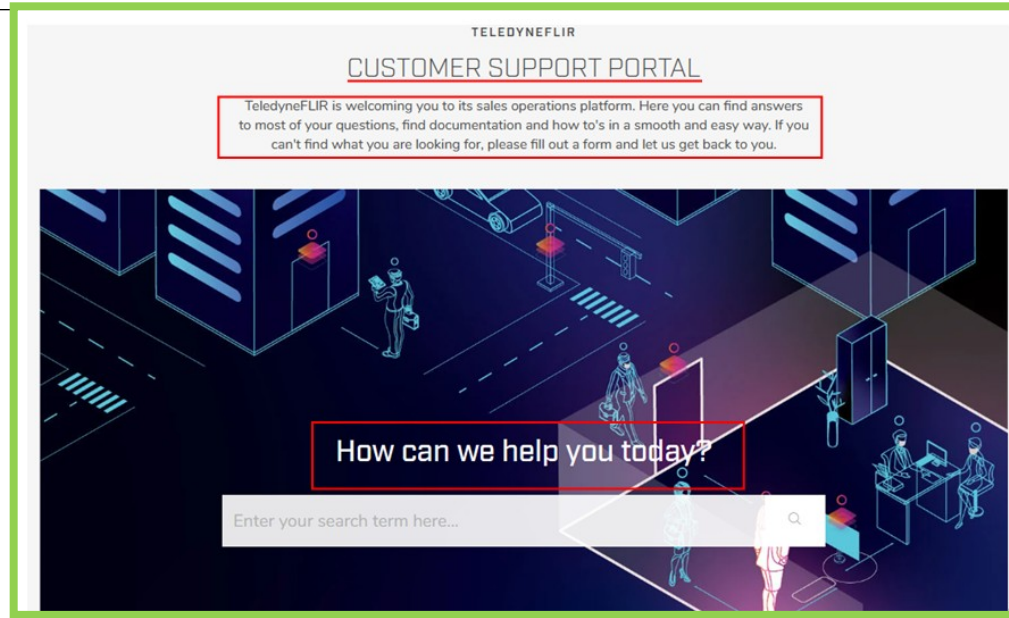
of the plurality of respective communications to one of the plurality of resources based on at least the estimated expected economic value to be obtained by associating each respective communication with each respective resource.

communications to one of the multiple resources based on at least the estimated expected economic value to be obtained by associating each respective communication with each respective resource.

For example, based on the estimated expected economic value by phone-based surveys and customer satisfaction, the Teledyne FLIR Customer Service system selects a call center expert or agent to handle the call and connects that expert or agent with the caller.



Source: [Service and Support | Teledyne FLIR](#)



Source: [Support : GSO Customer support central \(flir.com\)](https://support.flir.com)

Submit a ticket

Requester *

Subject

Topic *

Sales org *


Customer number *

Hub Source *

Description *

B *I* U

[+ Attach a file](#)

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SUBMIT **CANCEL**

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